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**ORDINARY MEETING**

**OF**

**GRANTS SUBCOMMITTEE**

**MINUTE ITEM ATTACHMENTS**

**Time:** 9:30am  
**Date:** Wednesday, 5 December 2018  
**Venue:** Committee Room 1  
Ground Floor, Council Offices  
101 Wakefield Street  
Wellington

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**Business**

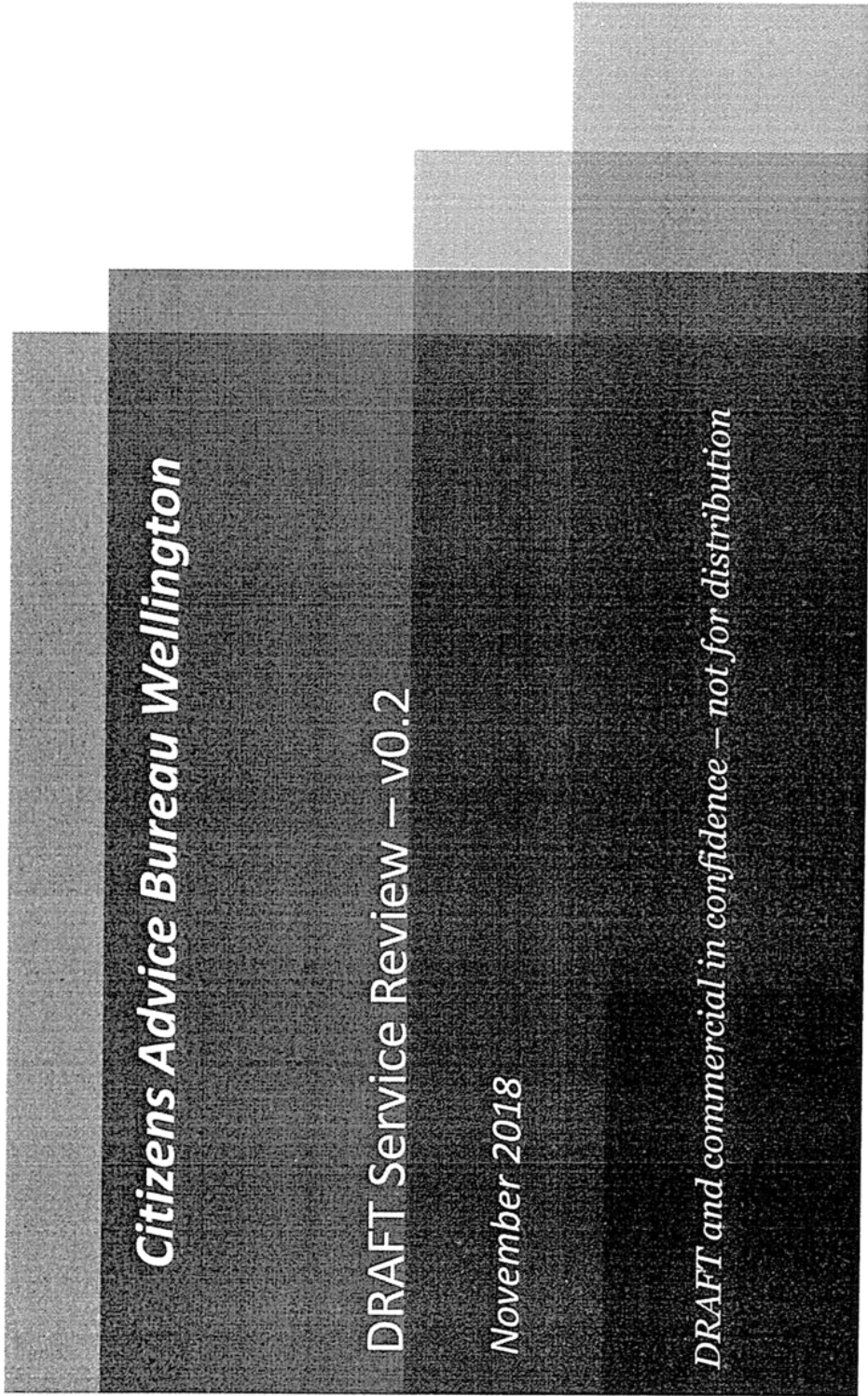
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**1.5 Public Participation**

- |    |   |    |
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| 1. | 1.5.1 a.WelCAB  | 2  |
| 2. | 1.5.1.b WelCAB Review Presentation  | 8  |
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| 5. | 1.5.6 Youthline Wellington Inc video link( <a href="http://wellington.youthline.co.nz">wellington.youthline.co.nz</a> ) | 25 |
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| 7. | 1.5.8 Conversation Volunteers NZ  | 28 |

Item 1.5 Attachment 1



**PWC**



## Service user value proposition

WelCAB's *accessible, accurate, confidential and independent* advice empowers Wellingtonians to solve problems, understand their rights, access services, and enhance their personal and community well-being

### Accessible

Services are *free* across *multiple channels*. In general, *no appointment* is required, and there are *no time limits* for interactions. WelCAB provide services in *multiple languages*, and a single volunteer can *navigate many services and organisations*.

### Accurate

*Well trained* volunteers are *carefully vetted*. They are supported by *comprehensive, up-to-date tools*, and advice is *quality assured* for accuracy.

### Confidential

Some service users – especially those who are new to NZ or who have had negative service experiences in the past – *feel comfortable sharing* their problems with WelCAB because they can do so *anonymously*.

### Independent

There will always be some people who prefer to get services from a *community-based organisation* than from a government agency. WelCAB's independence creates a *unique position to build trust* with people who see it as more *impartial* and *fair* and want a *choice* in who provides information and advice.

### Empowering

Volunteers are trained to be *empathetic and non-judgemental*. They help service users not only to *solve their current problems and understand their rights* but also to *build their knowledge and skills* to solve future problems more *independently and help others*.

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DRAFT FOR DISCUSSION PURPOSES ONLY



## Service funder value proposition

WelCAB's services help funders reach harder-to-serve Wellingtonians more effectively and inexpensively than funders can in-house, preventing greater vulnerability, building communities, and gathering data for actionable insights

### Effective

WelCAB's independence and confidentiality are fundamental to attracting and helping harder-to-serve Wellingtonians effectively. This independence and confidentiality cannot be duplicated by WelCAB's public sector funders in-house.

### Inexpensive

Because services are primarily staffed by volunteers, services are low cost. This volunteer workforce cannot be duplicated easily inside the public sector organisations who fund WelCAB.

### Preventing greater vulnerability

Many of the people WelCAB serves are on the cusp of more severe vulnerability. In helping someone maintain their income, housing, and access to services, WelCAB can prevent severe vulnerability and distress and its human and financial costs.

### Building communities

WelCAB engages residents as volunteers to help each other and build more cooperative, resourceful and resilient communities

### Gathering data

Government organisations struggle to gather information on the more vulnerable and hard-to-serve. WelCAB holds a wealth of data from working with these populations and can shed light on this blind spot for policy and service development.

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## Summary of service user recommendations

OPPORTUNITY	<i>Do differently in the short term...</i>	<i>Do differently in the long term...</i>
<p>1. There is an opportunity to increase awareness and understanding of WelCAB's service offering and value proposition</p>	<ul style="list-style-type: none"> <li>Develop a set of reusable communication materials (on WelCAB's service and value proposition) and share these on an on-going basis across multiple channels</li> <li>Enhance WelCAB's face-to-face service by improving volunteer capability and confidence in the use and navigation of technology and the 'digital environment'</li> </ul>	<ul style="list-style-type: none"> <li>Develop a communications and marketing strategy and actionable plan to increase awareness and uptake of WelCAB's services in the long term</li> <li>Develop strategic relationships with local and central government to improve WelCAB's service agility and responsiveness</li> </ul>
<p>2. There is an opportunity to better reach and support priority populations in Wellington through alternative service delivery methods and greater collaboration</p>	<ul style="list-style-type: none"> <li>To align with WCC's (and the wider social sector's) current and future definitions of priority populations – work with CABNZ to adjust and introduce future flexibility / agility into data definitions</li> <li>Develop information materials relevant to youth and share proactively through existing service delivery channels</li> <li>Identify and use digital applications that could support real time language translation</li> <li>Establish drop in sessions at social housing complexes in Wellington</li> <li>Address existing challenges with the Strathmore satellite service by adopting more effective outreach methods</li> </ul>	<ul style="list-style-type: none"> <li>Explore new engagement methods for youth – with a focus on digital channels</li> <li>Provide more holistic support to refugee clients based on refugee resettlement outcomes</li> <li>Target schools and universities to proactively share information and provide 'on-the-spot' support</li> <li>Explore opportunities to extend WelCAB's existing 'hub' model by integrating with other new community service providers e.g. Tawa and Linden Plunket Clinics, Berhampore Community Centre</li> </ul>
<p>3. There is an opportunity to broaden recruitment and involvement of the community to fill capability and capacity gaps (e.g. fundraising, communications, marketing, data and analytics)</p>	<ul style="list-style-type: none"> <li>Explore opportunities for volunteers to support discrete 'back office' tasks (based on capability and capacity gaps in WelCAB's paid structure)</li> <li>Explore opportunities to receive pro bono support from private organisations</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement a youth volunteer strategy to increase youth participation</li> </ul>

Critical 'must do' recommendations for WelCAB are shown in **bold DRAFT FOR DISCUSSION PURPOSES ONLY**



Summary of service funder recommendations

OPPORTUNITY	<i>Do differently in the short term...</i>	<i>Do differently in the long term...</i>
<p>4. There is an opportunity to better maintain local operational funding by building a stronger relationship with WCC based on partnership and clearer contribution to WCC priorities</p>	<ul style="list-style-type: none"> <li>Identify a set of easy and inexpensive 'quick wins' to improve the current relationship between WelCAB and WCC leaders and Councillors</li> </ul>	<ul style="list-style-type: none"> <li>Transform WelCAB and WCC's on-going operational relationship from a transactional input/output-based contractual relationship to a collaborative strategic partnership</li> <li>WelCAB and WCC should use a project specific partnering approach for future transformation projects</li> </ul>
<p>5. There is an opportunity to diversify revenue sources by seeking national funding for growth and innovation (primarily from central government) that can make bureaux more relevant and sustainable</p>	<ul style="list-style-type: none"> <li>Take steps to strengthen the existing 'Local Nationaliser'* funding model by strengthening relationships with WCC, increasing awareness and leveraging volunteer capability</li> </ul>	<ul style="list-style-type: none"> <li>Revise the organisational funding model to include new national funding streams from central government for future growth, innovation and resilience</li> </ul>
<p>6. There is an opportunity to support relationships with funders by building the capability to link services to outcomes using a compelling evidence base</p>	<ul style="list-style-type: none"> <li>Work with WCC to develop some sample reports for delivering insight (i.e. dashboard reporting and emerging social trends)</li> <li>Leverage volunteers to identify additional local analytical capability (see opportunity 3 on page 8)</li> </ul>	<ul style="list-style-type: none"> <li>Develop a national CABNZ information, insights and reporting function to enable outcome-based performance measurement / reporting and proactive generation of insight (note: this will require implementation of the long-term hybrid funding model per opportunity 5 above)</li> </ul>
<p>7. There is an opportunity to generate greater value from the data and information WelCAB collects to provide insight into social issues to inform policy and service development</p>		

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\*Source: Foster, W. L., Kim, P. & Christiansen, B. (2009). *Ten Nonprofit Funding Models. Stanford Social Innovation Review, Stanford Graduate School of Business.*

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- The statements and opinions expressed herein have been made in good faith, and on the basis that all information relied upon is true and accurate in all material respects, and not misleading by reason of omission or otherwise. Any statements and opinions expressed in this report are based on information available as at the date of the report.
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*Citizens Advice Bureau Wellington*

DRAFT Service Review – v0.2

*November 2018*

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**pwc**





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## Service funder value proposition

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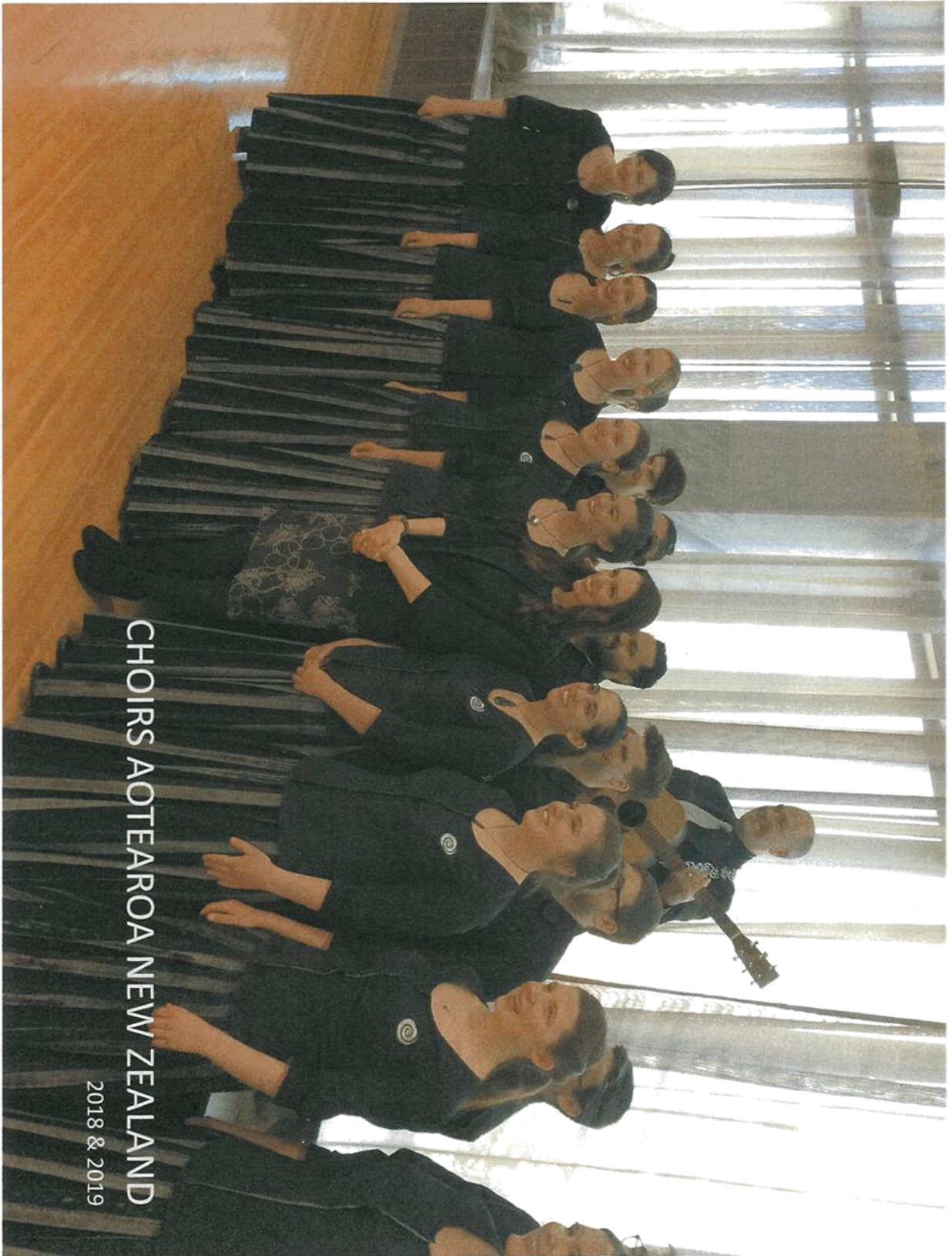
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Item 1.5 Attachment 3





## ChoirsNZ in 2018

In Wellington

- NZYC official Opening of parliament
  - NZYC Choral Community Concert at Opera House with Filipino Choir, Childrens' choir Wellington Young Voices and Wellington Youth Choir
  - VOICES NZ at NZ Festival with The Kings' Singers
  - VOICES NZ with NZSO Beethoven 9
  - VOICES NZ records Film score for Peter Jackson's 'Mortal Engines'
  - Rehearsals and school workshops for both choirs
- and
- Maintaining the national headquarters in Wellington



# ChoirsNZ in 2019

## NZ Youth Choir

- July concert in Upper Hutt
- Collaboration with National Youth Orchestra for joint anniversary concert at MFC

## VOICES NZ

- With NZSO Holst's Planet at MFC
- With NZSO Beethoven 9 at MFC
- With NZSO Mahler 2 at MFC
- 'Follow the Star' national tour including Wellington

## NZSSC

- April course in Wellington
- Regional Wellington rehearsals
- July course in Wellington and Choral Connect concert

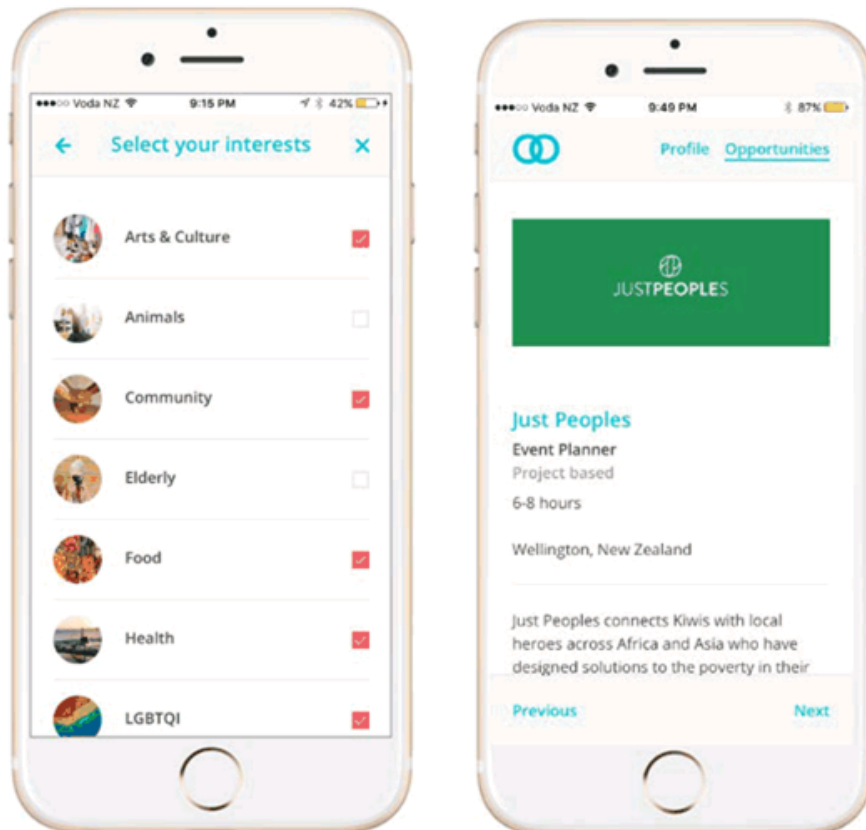
## ChoirsNZ

- Maintain headquarters in Wellington
- Develop outreach programme (investigate prison workshop and concert)





## How does it work?



- Go to [www.lets collaborate.co.nz](http://www.lets collaborate.co.nz)
- Click on “The App”
- Login with Facebook
- Create a profile
- Choose skills and interest areas
- Complete profile
- Start volunteering

[www.lets collaborate.co.nz](http://www.lets collaborate.co.nz)




# Our Values

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Quality is a  
part of  
everything



Everyone has a  
skill that can make  
a difference



Doing good  
should be easy  
and fun







Item 1.5 Attachment 4



Problem	Who can't Collaborate
Facebook is the only way to login	Gen Z and Elderly people
You can't browse opportunities without creating an account and applications can be lost	People with low trust, confidence, learning difficulties
The user flow could be made simpler	Anyone who isn't a digital native
The algorithm is broken	Anyone looking to volunteer to build skills
We can't track who is using Collaborate	We can't tell people like you what is going on or make strategic improvements for the community.

# collabørate

Against loneliness & Isolation in OUR community





## Public Participation (1.5) Public Participation

1.5.6 Youthline Wellington Inc video  
[link\(wellington.youthline.co.nz\)](http://wellington.youthline.co.nz)


04 Dec 2018

Item 1.5 Attachment 6

**New Services**

**An Outreach Service**

- a proactive, assertive approach targeted at people visibly rough sleeping and/or persistently begging in Wellington city, and in cars
- covering the city and escalating pressure points
- connecting to the right service
- regular contact with 'key hubs'



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**New Services**

**Tenancy-sustainment**

- to prevent homelessness reoccurring, targeting those recently housed from homelessness, or at severe risk of re-entering homelessness
- current arrangements with WCH are ad hoc
- 11 highly challenging tenants supported



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**Systems Approach**

- Promoting an inclusive, joined-up system to ensure all vulnerable people have their needs met
- Working proactively with MSD, CCDHB, HNZ, Corrections
- Identifying critical shifts needed to change systems that lead to homelessness
- Homelessness will become rare, brief and non-recurring



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04 Dec 2018

**Collaborative Approach**

- Formal collaboration between DCM and Wellington City Mission
- Working closely with Pastor Joe Serevi (Salvation Army Outreach)
- And Local Hosts, Wellington City Safety, Police
- Supported by Wellington Night Shelter, Wellington Homeless Women's Trust, Soup Kitchen, Emerge Aotearoa, LinkPeople, Wesley Community Action



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**Response and Evidence**

- Respond to WCC notifications in real time
- Two-way communication flow, regular updates
- Robust data recording and reporting
- In July and August 119 contacts with 35 people, less than 30% were housed



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**Treaty of Waitangi Commitment**

- Recognises, acknowledges and has relationship agreements with Te Ātiawa, Taranaki Whānui
- Cultural support from Neavin Broughton
- 539 people who are Māori chose to come to DCM services
- They are the single largest ethnic group at 46% (Pākehā 33%)
- Strong Māori and Pasifika staff representation



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## Our Vision

Inspiring change by connecting people  
with nature

## Our Whakataukī

He rau ringa e oti ai

By many hands the task is completed





## Our Mahi

Since 2006.....

1,000,000 volunteer hours  
500 community groups  
1,500,000 trees planted  
500,000 plants propagated  
6,000 hectares weeded  
30,000 kg rubbish collected



## Building community

- Getting everyone involved in their local reserves
- Support for local community groups
- Funding through grants, corporate partners, local councils

## Forest at the **Heart** of Wellington

- Rotary's centennial celebration in 2021
- 45,000 more plants in central Wellington
- Breaking news: major support from MPI!







- 3 month employment training
- Building skills in conservation
- Partnership with MSD

Item 1.5 Attachment 7

